orders from Government of India under section 17 of the Regional Rural Banks Act, 1976.

(b) and (c) Do not arise.

**Steps to imporve functioning of nationalised banks in Andhra Pradesh**

2275. SHRI YERRA NARAYANA-SWAMY: Will the Minister of FINANCE be pleased to state:

(a) the steps proposed to improve the functioning of nationalised banks in Andhra Pradesh.

(b) whether it is a fact that the service has not been improved so far;

(c) whether Government have sent any monitoring team to Andhra Pradesh; and

(d) if so, the details thereof?

THE MINISTER OF FINANCE (SHRI P. CHIDAMBARAM): (a) and (b) Presumably the Hon'ble Member has customer service in nationalised banks in his mind. Reserve Bank of India (RBI had appointed a Committee on Customer Service in Banks under the Chairmanship of Shri M.N. Goiporia. The Committee made a number of recommendations for improving customer service in banks. Most of these recommendations have been implemented by banks. RBI have also formulated Banking Ombudsman Scheme, 1995 which seeks to provide expeditious and inexpensive redressal of customers complaints against banks. RBI have appointd Banking Ombudsmen at 10 centres including one for Andhra Pradesh also.

Complaints of unsatisfactory customer service against nationalised banks are received by Government/RBI from time to time. These complaints are referred to banks concerned for appropriate action/redressal/comments. Complaints of serious nature are got investigated by RBI through their Regionl Offices.

(c) No, Sir.

(d) Does not arise.

**Airport planned at Bodh Gaya/Patna**

2276. SHRI PREM CHAND GUPTA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether a suitable airport is planned at Bodh Gaya/Patna to allow international charters to land directly;

(b) if not, the reasons therefor; and

(c) whether Government plans to set up a helicopter service in the area to facilitate travel between sites?

THE MINISTER OF CIVIL AVIATION (SHRI C.M. IBRAHIM): (a) to (c) There is already an airport at Patna, which is being further developed as a model airport, to handle limited international operations including charter flights. Gaya airport is capable of handling 50 seater aircraft, and there are no plans for further development of this airport. There is no proposal, at present, to operate helicoter service in the Patna/Gaya Sector.

**Non-functioning of CGHS institutions in Madhya Pradesh**

2277. SHRI RAGHAVJI: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether it is a fact that no institutions of CGHS are functioning in Madhya Pradesh;

(b) whether Government propose to open CGHS hospitals in each district of Madhya Pradesh; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI SALEEM IQBAL SHERVANI): (a) No, Sir.

(b) and (c) There is no proposal to open CGHS hospitals at the district level in any State, including M.P. The expansion of CGHS is taking place in a phased manner due to resource constraints, and in the initial stage expansion is proposed in State Capital cities having population of 7500 or more of Central Govt. employees/pensioners.